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Bruce E. Beard

Admitted in Illinois and Missouri

November 28, 2012

Via ECFS

Marlene Dortch
Secretary
Federal Communications Commission
445 12th Street, SW
Washington, DC 20554

Re: Golden Rain Foundation Submission for the Record; In the Matter of Section 63.71 Application of: The Golden Rain Foundation for Authority Pursuant to Section 214 of the Communications Act to Discontinue Telecommunications Services, WC Doc. No. 12-325; Comp. Pol. File No. 1063

Dear Ms. Dortch:

The Golden Rain Foundation of Laguna Woods ("GRF"), through undersigned counsel, respectfully submits the following information to update the record in the above-captioned proceeding. Specifically, on November 5, 2012, GRF was informed that a customer affected by its discontinuation of service to Laguna Woods Village submitted comments in this proceeding requesting additional time in which to obtain replacement services from another carrier.¹ By this submission GRF informs the Wireline Competition Bureau ("Bureau") that it has been in contact with this customer, migrated the customer's service to a new carrier, and thereby resolved the customer's concerns.

What follows is a summary of the steps taken by GRF to migrate this customer to a new service provider:

October 9, 2012:	Customer contacted via telephone.
October 13, 2012:	Customer sent notice letter.
October 19, 2012:	Customer called GRF and was given information about the need to change service providers and was given contact information for alternative providers.
October 23, 2012:	Customer sent reminder letter.
October 31, 2012:	Reminder call made to customer and message left.
November 1, 2012:	GRF received call from customer stating that their service had been successfully switched to AT&T.

¹ See Letter from Linda Soto, to Federal Communications Commission, dated Oct. 22, 2012 (attached).

Should the Bureau have any questions regarding this matter, please do not hesitate to contact me.

Respectfully submitted,

A handwritten signature in blue ink, appearing to read "Bruce E. Beard".

Bruce E. Beard
Cinnamon Mueller
1714 Deer Tracks Trail, Ste 215
St Louis, MO 63131

(314) 394-1535

Counsel for The Golden Rain Foundation

Cc: Rodney McDonaldl (WCB) (via e-mail)

Encl.

CINNAMON MUELLER

October 22, 2012

RECEIVED

NOV 02 2012

FCC-Competition Policy Division

Received & Inspected

OCT 31 2012

FCC Mail Room

Linda Soto
3047 Via Sereno South #Q
Laguna Woods, CA 92637

TO WHOM IT MAY CONCERN:

RE: 63.71 Application of Golden Pain Foundation

AS MUCH AS I DON'T BELIEVE THAT MY COMMENT WILL TRULY MAKE A DIFFERENCE, I AM STILL COMPELLED TO RESPOND.

TO BE ADVISED IN LESS THAN A MONTH TO SEEK ANOTHER TELEPHONE SERVICE IS APPALLING!! I AM CURRENTLY GETTING READY TO LEAVE TO FLORIDA FOR VACATION WHICH LEAVES ME EVEN A SHORTER TIMELINE TO ACQUIRE NEW SERVICE THAT WOULD BE REASONABLE GIVEN MY RETIREMENT INCOME WHICH IS LIMITED. (Please see attached)

I AM SURE THAT GRF KNEW MONTHS AGO THAT THE DECISION WAS COMING WAY BEFORE WE WERE ADVISED!!

I AM REQUESTING THAT WE AS RESIDENTS OF LAGUNA WOODS BE GIVEN MORE TIME TO ACQUIRE ANOTHER TELEPHONE SERVICE PROVIDER. IT IS BOTH INCONVENIENT AND UNREASONABLE FOR ME TO RESEARCH ANOTHER PROVIDER IN SUCH A SHORT TIMELINE. CERTAINLY, GRF COULD RECEIVE A MUCH BETTER DEAL TO PASS ON TO THE RESIDENTS THAN WE ~~AS~~ COULD AS A SINGLE CUSTOMER.

Hopeful FOR MORE TIME!

Sincerely

Linda Soto

GOLDEN RAIN
Foundation
of LAGUNA WOODS

Received & Inspected

OCT 31 2012

FCC Mail Room

October 13, 2012

Linda Soto
3047 Via Serena S Unit Q
Laguna Woods, CA 92637

*DATED ABOVE, BUT
DIDNT RECEIVE IN THE
MAIL UNTIL OCTOBER 22, 2012*

RE: Your Digital Phone Service

Dear Former Beyond Communications customer,

Connexion Technologies, parent company of Beyond Communications filed for Chapter 11 bankruptcy protection and closed its doors on June 21, 2012. Connexion Technologies, through Beyond Communications, provided digital phone service to Laguna Woods Village.

In an effort to maintain telephone services for its residents after Connexion Technologies went out of business, the Golden Rain Foundation (GRF), with the assistance of West Coast Internet, took over servicing existing customers. GRF has worked diligently to find a permanent telephone provider to replace Beyond Communications but was unable to find a solution at a reasonable quality and price.

As a result, GRF has decided to terminate the digital phone service currently provided over the Community's network and allow each resident to work directly with any of the telephone service providers. Enclosed is a list of telephone providers currently providing service to Laguna Woods Village.

Please contact one of these providers immediately in order to ensure that you will have uninterrupted telephone service. **Your services will be discontinued by November 15, 2012.**

GRF will be filing an Application regarding the discontinuance of service at the Federal Communications Commission ("FCC"). The FCC will normally authorize this proposed discontinuance of service unless it is shown that customers would be unable to receive service or a reasonable substitute from another carrier or that the public convenience and necessity is otherwise adversely affected. If you wish to object, you should file your comments as soon as possible, but no later than 15 days after the Commission releases public notice of the proposed discontinuance. Address them to the Federal Communications Commission,

3047 Via Serena South #Q
Laguna Woods, CA 92637

SANTA ANA, CA 926

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FCC-Competition Policy Division

Federal Communications Commission
Wireline Competition Bureau
Competition Policy Division

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Washington, D.C. 20554

OCT 31 2012

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